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Network News

A News Update For **Nintendo** Servicers

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Service Web Update

By Dean O'Connor

On July 1st, 1999, we launched our new web site (http://service.nintendo.com). This web site has proven to be a very effective tool to gather information! Based on feedback from service centers, the most popular feature of this web site is the ability to access up-to-date forms and price lists to download to your PC. We get a lot of calls from servicers asking for part numbers and prices. Since we launched the web site, we have noticed a drop in these types of calls. In addition to price lists and Order/RA forms, this web site also has component quick reference lists (for your claims), core credit charts, procedures, and bulletins (that we fax to you).

We are always working to enhance our web site based on service center feedback. We would like to hear what features you would like added to our site! Please send us an e-mail through our web site or send it to: general@noa.nintendo.com.

CEMA Newsletter

By Dean O'Connor

I am sure most of you are aware of the Consumer Electronics Manufacturer's Association (CEMA). We have some extra copies of **TES**TALK (CEMA's quarterly newsletter) and found some articles we thought might be of interest to you. Please find a copy of this informative newsletter enclosed.

SiRAS.com

By Dean O'Connor

On September 1st, 1999, SiRAS.com took over the process of Electronic Registration. Because of that, you may have noticed that our warranty verification hotline (1-800-255-3788) was modified slightly to reflect this change. In order to verify a serial number, you now have to enter the first three letters of the company the serial number is for (Nintendo = "NIN").

SiRAS.com handles Electronic Registration for Nintendo products and they are also set up to handle registrations for other manufacturers as well. This has proven to be very effective for our organization in helping to control the costs of returns.

Advertising Fun!

By Lynnette Anderson

More Repair Center Visibility!

- Get ready for the holiday season. Don't miss the November, December and January issues of our Nintendo Power® Magazine. A full page repair service ad will be appearing in these issues free of charge to you. There are new games for the N64® and Game Boy® systems being launched in time for consumer holiday buying.

- Plans are in the works for new Authorized Repair Center shirts. We are hoping to have them available for the holidays. Watch for an announcement soon.

- For those of you with the Interactive Display Systems, more games will be offered to you shortly.

Parts Tips

By Parts Department

Some part numbers evolve to new numbers and are on the new parts price list. To ensure that your orders are processed accurately and in a timely manner, we encourage you to toss out the old list and use the new list. Also, we have updated the *Order* and *RA* forms. The forms can be downloaded from our web site http://service.nintendo.com or faxed to you by your administrator. Let us know how we can help the process as we prepare for the busy holiday season. We will gladly answer any questions. Call (800) 531-4048.

Direct to Customer

When submitting orders for Direct to Customer (DTC) shipments, be sure to include the following:

- Customer's name
- address (**no PO Boxes**)
- phone number
- apartment or suite number

When the order is sent to a place of business:

- include the company's name

Servicer Spotlight

By Michael Hughes

Appliance and Electric Service Company

If you're ever in need of appliance or electric service in Knoxville, Tennessee, Bill Cabe is the man you ought to see. Bill has been a lifelong "fix it man." First with the U.S. Postal Service and second with his business that keeps him busy since retirement from the U.S. Postal Service in 1997.

"I don't look at it as a job but rather a hobby which I enjoy. When explaining what I can give for reasons of my success, I could say that it is my ability to handle customers and make them feel welcome in my store, or, I could brag about my abilities as an electronic technician and general fix it man. If I select one reason for my success, it would have to be the National Appliance Service Association (NASA). Without them I would have never made the initial contact with Nintendo and also several other companies that I now represent. Secondly, I would have to say the next thing that has helped me, is my association with other servicers in the NASA organization. I have called on many of them for parts that I needed or even advice on a business decision. One such person in particular is Mr. Basil Waters of Waters Appliance in Gaithersburg, MD.

"I am very proud to represent a company such as Nintendo as it brings into my store a very nice clientele that is normally easy to work with and they are as happy to find me as I am to have them come to my store. We are dedicated to provide our customers with promptness, professionalism and a priced-right service. We are committed to being equally fair with the customer and manufacturer.

"I encourage everyone, both manufacturers or other servicers who may visit our beautiful part of the country to stop by my store and see me. I will be right here, where I am six days a week, doing what I enjoy doing, making things work again and making people happy."

The Problem With Claims

By Luther Smith

The Problem with claims is that unless they are done correctly, you will have difficulty getting paid for all of your hard work.

We have found that 77% of all claims submitted are rejected by our computer system because of errors. In order for these claims to be paid, they have to be manually corrected, which means they may or may not be paid that month, if at all. To help you correct this problem here is a list of the most common problems and what to do about them:

1) Incorrect or missing model number: Please use the component number from the "Component Quick Reference List" located in your Servicer Guidelines Manual. If you don't have this list, please contact your Field Service Administrator. Also remember: Components such as the AC Adapter, RF Switch, RF Modulator, Controller, Game Boy® pocket, Game Boy® Color and the new model Super NES® will all have the same number in both the model number and part number fields.
2) Incompatible address: We use the national postal computer software so it is important that the address be as accurate as possible. Always include the street address, city, state, zip code and the customer's phone number.
3) Missing dates: The purchase date, the request date and the date the service was completed are required on all claims.
4) Missing or incorrect serial number: The serial number is our only way of determining warranty for all systems and system components. Components purchased separately from the system must have sales receipt attached to the claim form. Serial numbers are required unless a Field Service Administrator gives prior approval.
5) Missing or incorrect part number: Part numbers tell us for which parts to reimburse you. They are required, even if the model number and the part number are the same.

Please remember to fill out the claim forms completely and refer to your Servicer Guidelines Manual or our web site when you have questions.

New Opportunity

By Luther Smith

Ever since the new smaller Game Boy pocket and the Game Boy Color made their first assault into the hand-held game play market, servicers have been gorging themselves on this new service opportunity. Well, make a little more room on your plate because these little guys have brought another opportunity your way. Servicers are now able to replace individual screen covers at a fraction of the whole unit cost.

Game Boy pocket and Game Boy Color screen cover replacements present a two-fold opportunity for servicers. The screens are available in bulk purchase for servicers to make the quick, easy repair at a healthy profit. There is also a handy screen cover replacement kit that is available for retail by Service Centers only. This ensures that this opportunity will bring consumers running to your service location no matter which option they choose. This is just another way to keep our hand held gamers "clearly" in the game.

Sticky Issue

By Luther Smith

What's the deal with Game Boy Color serial numbers? Those little stickers that seem to melt in the hands of our avid game players have many servicers wondering what to do about repair warranties when they don't have a number to verify. Wonder no more! Here are the answers to the questions you haven't had time to ask:

Q: What do I do when a Game Boy Color is brought in for a warranty repair?

A: The Game Boy Color was released in November of 1998. Therefore, all of these units are still within the one year warranty period. If there is no physical damage to the unit, contact the Field Service Department for a warranty authorization at 1-800-447-8373.

Q: How do I fill out the claim form without a serial number?

A: If a warranty repair is authorized, you will be instructed to fill out the claim form as usual with two small exceptions: 1) Write "Missing" in the serial number field on the claim form. 2) Write this note on the top of the claim form: "Warranty approved by . . . (reference the authorizing person's name).

Q: If the unit is still in the warranty period but the screen is broken, is this a warranty repair?

A: No. Nintendo's one year warranty covers manufacturer defects only.

Note: Remember, for Game Boy Color and Game Boy pocket repairs, the same number should be placed in both the model number and the part number field on the claim form.

Nintendo Monthly Statement Enhancements (see last page)

By Lynnette Anderson

Each monthly statement includes a summary of parts orders and credits applied to your parts account since the last statement. It also includes a payment stub on the right side of the form to return with your payment.

For your easy review and reconciliation of our monthly statement, we have added a few items.

Statement References:

- **Parts Subsidy** invoices - begin with the letters **"PS"** under the Purchase Order column.

- **Warranty Credit** invoices - begin with the letters **"SC" or "WC"** under the Invoice column.

To make statement inquires, contact
Erwin Padriga, Credit Department
1-800-633-3236 Ext. 2161.

Meet Jon Pedersen, Director of Technical Services

By Dru Jordan

As you are aware, Nintendo developed a wholly-owned subsidiary named SiRAS.com. SiRAS will provide centralized returns management services to organizations in need of more effective tools to reduce product returns. Peter Junger, our former V.P. of Field Service, accepted the position as President to lead SiRAS to the marketplace. We all wish Peter the best with his new opportunity and will miss his leadership.

To ensure our ongoing support of the field service program, Nintendo announced a small reorganization. The field service and product support programs are now under the direction of Jon Pedersen (J.P.), Director of Technical Services. In addition to his new responsibilities, J.P. manages the staff who facilitates the in-house repair program, the sale and distribution of parts and developer equipment, merchandising display support and the Fun Center (Starlight Charity) production and maintenance.

J.P. has been involved in the world of technology throughout his entire career. He has been with Nintendo for over 18 years alone! Originally, he came onboard as Service Manager in 1981. In 1987, he assumed more responsibilities and was promoted to Director. Prior to Nintendo, he was a technician and trainer for Data I/O. He maintained video games, juke boxes and pinball machines for Music Vend Distributing and gained entry level experience at Amateur Radio Supply Company.

Field Service is not new to J.P., however. He played a key role in the start up of the authorized repair service center program and has regularly been involved in the routine maintenance of our network. He is extremely knowledgeable in Nintendo's business from service to merchandising, sales, finance and computer systems.

Outside of Nintendo, J.P. is married and has two sons. Together with his wife, Wanda, and his sons, Travis (age 11) and Derek (age 14), he enjoys skiing, camping and fishing.

We look forward to the beginning of a new era!

The Field Service crew

Ever wonder who it was you were talking to over the phone lines? We thought it might be good to give you a face to associate with the names. Back row from left to right, Michael Hughes-Eastern Region, Luther Smith-Western Region, Dean O'Connor-Field Service Coordinator and Dru Jordan-Manager. Front row, Lynnette Anderson-Express Program and Mario™-our beloved.